

SW-01303A-08-0227

W-01303A-08-0227



0000090072

ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72437

Date: 10/28/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Raymond O. Last: Keller

Account Name: Raymond O. Keller

Home: [REDACTED]

Street: [REDACTED] n.

Work:

City: Fort Mohave

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company. Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

Email Received - Opinion Opposed (AAWC Mohave Wastewater District);

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

I wish to protest to the highest degree about the rate increase SW-01303A-08-0227. In these times of what our county though we are footing the bill already beyond what most people can afford.

As a governing body you should encourage them to #1 use figures from the water company on usage so that any use would be shared by the user and #2 an 80% + raise is the most ridiculous thing I have ever heard of.

Again, as a governing body you need to stop this.

Raymond O. Keller

[REDACTED]
Fort Mohave, AZ

e-mail: [REDACTED]

Phone: [REDACTED]

End of Complaint

Utilities' Response:

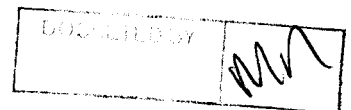
n/a

End of Response

Investigator's Comments and Disposition:

Arizona Corporation Commission
DOCKETED

OCT 28 2008



DOCKET CONTROL
AZ CORP COMMISSION
2008 OCT 29 P 12:52

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

October 28, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
W-01303A-08-0227

Dear Raymond O. Keller,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/28/2008

Opinion No. 2008 - 72437

SW-013034-08-0227
W-013034-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72440

Date: 10/28/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Elizabeth and Drenno Yarborough

Account Name: Elizabeth and Drennon Yarborough

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

October 27, 2008

To Whom It May Concern:

When we retired in 2003, we carefully drew up a budget to determine how much income would be needed to enjoy a relatively comfortable life. We did allow for increases in our basic utility bills, (3%-5%) which would be offset by our Social Security and pension Cost of Living Adjustments.

We were very upset when Arizona American Water imposed a 20% rate increase in 2006. Now we have learned that they are again proposing another rate increase. This time it is an unbelievable 80%+, which would almost double our current bill of \$49 per month to an \$89 monthly bill. This increase is both unrealistic and exhorbitant.

Most people, like ourselves, in our area are retired and living on fixed incomes. We are physically unable to return to the work force. Many, like us, have seen our investments in the Stock Market drop very significantly, as have current CD's rates (the interest on which we could have used to supplement our income.) Our pension, once thought to be secure, is in jeopardy as well.

Certainly Arizona-American is aware of the severity that exists financially in this country today. This crisis we are told will will not go away for many, many years. In fact, predictions are that it will steadily worsen for some time. Yet, Arizona-American has the audacity to request this unheard of increase to 1200 residents, singled out from the 15,700 customers AAWC services in this area.

In addition to creating severe hardships for homeowners like us, this proposed rate increase will have a domino

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

effect on all businesses in this already depressed area. If we are forced to pay this unprecedented increase, we will have to stay at home, spending less at local businesses including restaurants and retail stores. The value of our home will also decrease when buyers considering purchasing real estate realize the utility costs in our area are so inflated.

We urge you to reject the proposed rate increase. It is a NO-WIN for everyone except Arizona-American. Please do not let this happen to your fellow Arizonans

Sincerely,
Elizabeth and Drennon Yarborough

[REDACTED]
Ft. Mohave, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/28/2008 - Email to Customer:

October 28, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
W-01303A-08-0227

Dear Elizabeth and Drennon Yarborough,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 10/28/2008

Opinion No. 2008 - 72440

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72339

Date: 10/23/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Roy & Ida Last: Gray

Account Name: Roy & Ida Gray

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Ft. Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received ACC Inquiry/complaint Form dated 10-16-08:

We already pay \$49.75 a month
The raise on the bill would
make it very hard to pay. We are
old folks on a fixed income.

Thanks

Roy and Ida Gray
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer @ 2:52pm and left a voice mail message acknowledging his letter expressing his opinion on the proposed rate increase by Arizona - American Water Company. I advised their letter would be noted as a permanent record in this matter and would be considered before a decision is rendered in this application. I provided my name and toll free # if he had any questions.

I e-mailed this OPINION to Lupe @ 3:00pm to have this docketed towards Arizona - American Water Company rate case, docket no. W-0303A-08-0227. File closed.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 10/23/2008

Opinion No. 2008 - 72339

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72436

Date: 10/28/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kathleen

Bacon

Account Name:

Kathleen Bacon

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE:Docket No. SW-01303A-08-0227

W-01303A-08-0227

PROPOSED RATE INCREASE NO. SW -01303A-08-0227

Like many others in our local Los Lagos community in Fort Mohave, I wish to state my opposition to the proposed rate increase. It far exceeds normal expectation in relation to a fee ratio percentage, and it places an unfair burden on wage earning residents, retirees, the indigent and those on fixed incomes.

Such an increase could also potentially set a precedent for further unreasonable utility rate hikes in the future, escalating the fear of unknowns and undermining the trust that the Commission presently enjoys.

Please reconsider.

Thank you.

Kathleen Bacon

[REDACTED]
Fort Mohave, Az

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

10/28/2008 - Email to Customer:

October 28, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
W-01303A-08-0227

Dear Kathleen Bacon,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/28/2008

Opinion No. 2008 - 72436

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72435

Date: 10/28/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Dianne

Thomas

Account Name:

Dianne Thomas

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company.

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227
W-01303A-08-0227

RE: Request #SW-01303A-08-0227

Doubling the price is ridiculous!!!

We have no options. Our entire community is against the increase. There's no excuse for it. It's totally out of line with what other people are paying.

Dianne Thomas

Fort Mohave, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/28/2008 - Email to Customer:

October 28, 2008

RE: Arizona American Water Company ("AAWC")
Docket No. SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Dear Dianne Thomas,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
CLOSED
End of Comments

Date Completed: 10/28/2008

Opinion No. 2008 - 72435

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72337

Date: 10/23/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Alfred and Toni **Last:** Skeen

Account Name: Alfred and Toni Skeen

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Ft. Mohave

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: Cellular

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following ACC Inquiry/Complaint Form dated 10-18-08:

WE WOULD NOT BE ABLE TO AFFORD THAT KIND OF INCREASE. WITH ALL THE OTHER INCREASES IN OUR LIVES! IT WOULD BE DETRIMENTAL. PLEASE! PLEASE! DON'T DO THIS TO US. GOD BLESS

(ACC NOTE: INCLUSIVE IN THE ENVELOPE WAS THIS" PROTEST".

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007
Attn: Ernest Johnson dir

From: Alfred Skeen Toni Skeen

Date: October 10, 2008

Re: Sewer Rate Hike

October 10, 2008

I believe that Arizona American waters rate hike is totally and completely with out merit. They provide horrible service and are totally unresponsive to there customers.

In these unsure economic times thus type of increase will add to people losing there homes and not paying there bills.

The majorities of people in this area retirees and can't afford these types of rate hikes.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

I suggest Arizona Un-American water tightens their belts like the rest of us.

Sincerely,

Very unhappy constituent

(ACC NOTE: Signed by Mr. and Mrs Skeen)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer @ 1:40pm at the residence tel# and left a voice mail message. I provided my name, toll free # and acknowledged his letter to the ACC re: Az American's proposed rate increase. I advised that their opinion would be noted as a permanent record in this application and would be considered before a decision is rendered in this matter. I extended thanks for taking the time to express their opinion and advised they could call me back if they had any questions.

I e-mailed this OPINION to Lupe Ortiz @ 1:59pm to have this docketed towards docket no.W-01303A-08-0227 (Mohave Water and Wastewater District) File closed.

End of Comments

Date Completed: 10/23/2008

Opinion No. 2008 - 72337

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72431

Date: 10/28/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Joe & Madelyn

Aceves

Account Name:

Joe & Madelyn Aceves

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Re: Rate hike for "Arizona American Water" (Sewer) Service in Fort Mohave, AZ.

For the record I too would like to voice my opposition to the drastic and outrageous rate increase that we are facing. The numbers don't add up!

Los Lagos Resident.

Joe and Madelyn Aceves

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Email to Customer:

October 28, 2008

RE: Arizona American Water Company ("AAWC")

Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Dear Joe & Madelyn Aceves,

Your email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

The Commission will take your comments and concerns into consideration before a decision is rendered on the AAWC rate case. Concerns raised by customers assist the Commission within the investigation and review of the rate application.

The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate case. If you should have any questions relating to this matter, please call me toll free at (800) 222-7000 or locally at 602-542-4251.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 10/28/2008

Opinion No. 2008 - 72431

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72397

Date: 10/27/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Margaret

Alves

Account Name: Richard and Margaret Alves

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Lake Havasu City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Opinion Opposed - AAWC Havasu Water District:

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

Customer is opposed to AAWC' request for an increase in rates. Customer states that there is no way she or other homeowners in the area will be able to pay their water bills if AAWC keeps increasing the cost.

Per customer, most of the homeowners in the area are elderly ranging from 70 - 80 years of age. There have been many cases where these elderly homeowners have harmed themselves by not using their cooler/AC because they can not afford the cost. Customer is afraid that this will soon become the same case with water. Customer asks the Commission to deny this unreasonable request.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Advised the customer that her opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. I further advised the customer that the Commission will take her comments and concerns into consideration before a decision is rendered in the AAWC application.

CLOSED

End of Comments

Date Completed: 10/27/2008

Opinion No. 2008 - 72397